

Minutes of the Health & Human Services Committee

Thursday, May 19, 2005

Chair Stamsta called the meeting to order at 1:30 p.m.

Present: Supervisors Duane Stamsta (Chair), Andy Kallin, Bill Kramer, Sandy Wolff, Barbara Roncke, Rob Hutton, and Jim Jeskewitz.

Also Present: Chief of Staff Lee Esler, Nutrition Services Supervisor Mary Smith, Senior Services Director Cathy Bellovary, Senior Services Analyst Barbara Woyak, Health & Human Services Director Peter Schuler, Health & Human Services Deputy Director Don Maurer, Information Systems Manager Mike Biagioli, and Principal Systems Analyst Ann Christman.

Approve Minutes of 4-28-05

MOTION: Kramer moved, second by Wolff to approve the minutes of April 28th. Motion carried 7-0.

Read Correspondence

Stamsta read information on the Wisconsin Counties Association-sponsored statewide summit entitled "The Challenge of an Aging Society" on June 27-28, 2005 in Wisconsin Rapids.

Meeting Approvals

MOTION: Wolff moved, second by Kramer to approve attendance for any committee members wanting to attend the WCA-sponsored statewide summit entitled "The Challenge of an Aging Society", June 27-28, 2005 at Hotel Mead in Wisconsin Rapids. Motion carried 7-0.

Announcements

Roncke and Stamsta highlighted this morning's Health & Human Services Board meeting. County Executive Finley had indicated 2006 would be a bad year financially because of the opening of the jail. The County will need to use reserve funds, probably from the recycling fund, which Finley characterized as prudent one-time dipping. Stamsta said Finley also advised that programming, or something else, will have to be cut in Health & Human Services. Roncke said Finley did indicate that 2007 would be a more favorable year.

Future Agenda Items

Wolff asked that the committee, at a future meeting, discuss the state's closing of multiple ICFMR's (Intermediate Care Facility for the Mentally Retarded).

Schedule Next Meeting Dates

Stamsta advised the next meeting is scheduled for June 2nd. Wolff said she would not be able to attend that meeting.

Chair's Executive Committee Report of 5-16-05

Stamsta advised of the following issues discussed at the last Executive Committee meeting.

- Funding for the Waukesha County Library Study will come from tax levy and consulting funds from the County Board Office, County Executive's Office, and possibly the Information Systems Division budgets.
- Information Systems Manager Mike Biagioli reviewed the IS Division flow chart which gave an understanding of the various departments and their projects and systems.
- Approved the appointment of Supervisor Barbara Roncke to the Health & Human Services Board and the Commission on Aging. Supervisor Bob Thelen's appointment to the Wisconsin River Rail Transit Commission was also approved.

Discuss New Suggested Meal Donation Price for Senior Dining

Bellovary said they haven't raised the suggested meal donation at the senior dining centers in about 10 years. A Nutrition Advisory Council suggested it be raised from \$2.75 to \$3.00. Bellovary stressed that this was only a donation. The Commission on Aging supported the recommendation last month. Smith advised the average donation over the last few years has been around \$1.96.

Review and Accept 2004 Annual Report of the Department of Senior Services

Bellovary and Woyak reviewed their annual report in detail which summarized their activities and achievements during 2004 and included profiles of some of their service recipients. The total 2002 budget was \$3,346,573. This includes federal and state grants, donation revenues, and county tax levy.

Basically a resource center for coordinating services and assessing needs, the Information & Assistance Division had an increase of unduplicated registered clients of 7.6% from a 2003 total of 3,790. The total number of calls received by the department in 2004 was 48,683, a 4.7% decrease from 2003. In 2004, 709 older residents received case management services, a decrease of 252 people or 26.2% from 2003.

The Caregiver Support Program provides information, support and assistance to family caregivers of older adults, and to grandparents and relative caregivers, age 60 or older, caring for children age 18 or younger. A total of 186 caregivers received 209 hours of case management services and 1,240 hours of counseling in 2004 through this program.

The Benefit Specialist Services Program assists older adults with problems concerning Social Security, Medicare and other benefit programs and consumer problems such as property taxes and fraud. In 2004, 242 older adults received these services, a decrease of 11, or 4.3% from 2003. The Benefit Specialist conducted 16 community presentations that provided information to 648 people such as Medicare, reverse mortgages, spousal impoverishment, prescription drug discounts cards, etc.

Community Services assists older adults with daily living activities intended to allow them to remain living safely in their own homes as opposed to nursing homes, etc. Services include Homemaker Services, Personal Care, Chore/Household/Home Repair Services, Faith Indeed, Health Cost Sharing, and Respite Care. In 2004, 494 clients were served versus 555 in 2003, a decrease of 11%.

Adult Day Services include supervision, personal care, exercise, peer socialization, and therapies for older adults in a group setting. Leisure activities and outings of interest are also provided. Services are provided for part of a day for older adults who need assistance with daily living activities. With 2,149 days of service, subsidized adult day care services decreased in 2004 by 145 days or 6.3% from 2003 although the number of participants increased by 8, or 19.5% from 2003.

The Department of Senior Services is the lead agency in Waukesha County for implementation and operation of the Elder Abuse and Neglect reporting system. Abuse includes physical, material, neglect by others, and self-neglect. The total number of cases of elder abuse and neglect reported in 2004 was 46, one more than reported in 2003. Of the 46 cases, 16 or 34.8% were substantiated.

Senior dining includes both the Senior Dining Centers and the Home Delivered Meals Program. The Home Delivered Meals Program provides low cost, nutritious meals to older adults who may be frail, isolated, or homebound. Senior Dining Centers help older adults remain healthy, active, and independent in their own homes and communities. There are 13 Senior Dining Centers in Waukesha County. In 2004, 67,205 senior dining meals were served in comparison to 65,457 during 2003, an increase of 2.7%. A total of 92,880 home delivered meals were served in comparison to 87,717 meals served in 2003, an increase of 5.9%.

The department sponsors subsidized specialized transportation services for non/limited driving older adults 65 years of age and older, and for individuals with disabilities who are under the age of 65. Users of the program are required to meet eligibility requirements. Services include RideLine, Shared-Fare Taxi Program, Menomonee Falls Senior Shuttle, and the Sussex Senior Shuttle. RideLine and Shared-Fare Taxi programs provided 95.4% of the specialized transportation service for Waukesha County residents. Of the 76,239 one-way specialized transportation trips provided in 2004, RideLine and Shared-Fare Taxi provided 72,718 one-way trips. The number of unduplicated passengers using specialized transportation services decreased by 7 passengers, or 0.3% from 2003. The greatest decrease in the number of passengers was in the RideLine Program, from 477 in 2003 to 452 in 2004, a 5.2% decrease. The average net cost per one-way trip (all specialized transportation services) was \$10.32 in 2004. The average net cost for each RideLine one-way trip was \$22.40, the most expensive. The average shared-fare taxi net one-way trip cost was \$3.96, the least expensive.

The Volunteer Services Program includes recruitment, training, and retention of volunteers, which is vital to the department providing services to older adults. In 2004, 1,168 individual and group volunteers provided 39,730 hours of service to Waukesha County Seniors. The hours served by volunteers equate to a minimal dollar value of \$278,561. The number of volunteer hours increased by 795 hours or 2.0% from 2003.

MOTION: Kallin moved, second by Kramer to accept the 2004 Annual Report of the Department of Senior Services. Motion carried 7-0.

Update on Health & Human Services Information Systems

Biagioli, Schuler, and Maurer were present to discuss this issue. Copies of "Information Systems / Health & Human Services Workload" were distributed. Biagioli said due to federal

HIPAA requirements, a new billing system for Health & Human Services was necessary and was to be completed by October of 2003. However, this was not done due to an array of problems associated with Avatar PM module implementation. Biagioli said the electronic data interface is now in place and is working. Progress continues but additional phases of the project need to be completed. Biagioli said they have shown due diligence and are probably about 80% HIPPA compliant.

Regarding the Oracle Forms upgrade for PeopleLink, Biagioli said they're waiting to schedule this until things settle down in Health & Human Services. Staff completed development of the PeopleLink interface for Long Term Care reporting of HSRS in November. Testing started but was delayed because it was determined that more work was needed. Biagioli noted this isn't high priority.

The WiSACWIS system, a state mandate, is still being worked on in order to synchronize with PeopleLink. This project had to be divided into several phases and the goal is to have this completed by December. However, they're leaving this decision up to the consultant.

Biagioli said a complete business / automation needs analysis for the Health & Human Services Department is in the works. The target date for completion is 10/30/05. This will be developed by Don Hoffman, the consultant who worked on automation for the County Communications Center. Document imaging and the Special Living Fund/QuickBooks Pro have been deferred and will be part of Hoffman's needs analysis. He will also build a timeline with regards to the PeopleLink Security analysis and correction.

Business Objects, the chosen end user reporting tool, was working very well. As they brought in more vendor packages, their reporting tool of choice was Crystal Report. Staff decided to support both tools but in the meantime, Business Objects bought Crystal Report. Because Business Objects hasn't made their strategy clear, staff are unsure at this time what to do for end user reporting. Biagioli said there will be an estimated \$123,000 increase in price, above the \$70,000 already spent, to provide end user reporting services across the County which he can't justify spending. Staff are waiting to hear back from Business Objects to develop a strategy and on how to get credit for money already spent.

Report on the Wisconsin County Human Services Association (WCHSA) Annual Spring Conference by Committee Members Stamsta, Wolff, and Roncke

Wolff attended a session by Roberta Gassman, Secretary of the State Department of Workforce Development, who spoke about quality care for quality kids. Gassman said 15% of the 11,000 childcare settings in Wisconsin are getting quality care while the rest are just mediocre. The goal is to implement a five-star tiered rating system for childcare facilities. Roncke noted that state subsidies will increase for those facilities that have a 4 or 5-star rating and decrease for 1 and 2-star rated facilities.

Wolff said Gassman also talked about improving W-2 and she said problem-solving meetings are taking place on the state level to look at issues such as bureaucracy, better communication and cooperation with counties, improving job training / job placement, expanding support for new mothers, the need for more federal dollars, etc. The State will be expanding the Children First

Program for additional counties and Waukesha County's Children First Program is considered top rate.

Wolff said according the Department of Corrections, the prison population has finally stabilized and the crime rate is the lowest in 30 years. About 500 positions will be cut in the juvenile justice system.

Roncke attended a session on methamphetamine use in Wisconsin and its impact on Health & Human Services. Roncke said meth is considered the most dangerous drug the nation has ever seen. Not only is it extremely dangerous to the users who become instantly addicted, it is extremely dangerous in the form of secondhand meth as gases and residues that can leave children's brains 20% to 30% smaller. Roncke said she found this information to be so critical that she e-mailed her superintendent of schools to find out what is being done to educate children and staff. She said it's headed our way and two meth houses have already been discovered in Waukesha County. Often, meth houses involve guns and porn. Children who live in meth homes are often abused and endangered. Users often suffer elderly diseases early such as Alzheimer's and Parkinson's. Esler, who also attended the conference, noted that meth is also considered a biomedical / biohazard and must be dealt with accordingly by government officials. It also involves cost to taxpayers because it is very expensive to cleanup and dispose of.

Esler spoke about the session on intermediate care facilities for the mentally retarded. The current rates being used are about half the actual cost incurred for high-level care of these clients. Craig Thompson of the Wisconsin Counties Association said they demanded a response from the State Department of Health & Family Services about hold-harmless or shield law legislation stating that the State would pick-up costs above their rates and hold counties harmless. The deadline had passed with still no response from the State. It's doubtful this will happen.

Stamsta highlighted a session he attended which focused on alternative treatments for females with AODA issues rather than incarceration. He also said when the population in children's centers decrease, the staff does not, therefore the cost keeps going up. This is a political issue and very likely, nothing will change.

MOTION: Kramer moved, second by Jeskewitz to adjourn at 4:45 p.m. Motion carried 7-0.

Recorded by Mary Pedersen, Legislative Associate, County Board Office.

Respectfully submitted,

Andrew J. Kallin
Secretary